



MICHIGAN SUPREME COURT

MICHIGAN JUDICIAL INSTITUTE

Michigan Hall of Justice • PO Box 30205 • Lansing, MI 48909
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August 3, 2006

PROGRAM ANNOUNCEMENT

Basics of Effective Communication: A Local Court Training Seminar for Court Support Personnel

September – October, 2006

****This program was previously announced in June when courts were invited to apply for a training site assignment. MJI is now pleased to announce the chosen court sites, dates, and times for the 2006 local court employee training on the Basics of Effective Communication.**

INTRODUCTION

MJI is pleased to announce a half-day seminar for new and experienced court support personnel on the basics of effective communication. The training, supported by a grant from the Michigan Commission on Law Enforcement Standards (MCOLES), offers court support personnel an opportunity to attend an educational session as an on-site seminar, at a location in or near their local court. Participants will be selected on a first come, first served basis.

SEMINAR DESCRIPTION

This three hour session addresses the fundamentals of communication for court support personnel to effectively assist the public, employees from outside agencies, other criminal justice personnel, and court staff proceeding through the judicial process. Upon completion of this workshop, attendees will be able to:

- Identify components of effective communication.
- Identify communication barriers between court personnel, the public, and employees from outside agencies and ways to overcome those barriers.
- Describe effective listening and feedback techniques.
- Apply effective communication techniques to daily interactions.

FACULTY

Lead faculty for these seminars will be Mr. James Inloes and Mr. Robert Randolph of Court Management Associates. Jim and Bob are former court administrators who bring a wealth of experience and insight from their combined 50+ years working for the circuit and district courts in Washtenaw County.

ELIGIBLE PARTICIPANTS

This program is designed for new and experienced court support personnel who desire training on the basic communication techniques. Appropriate attendees may include: clerks, assistants and front-line personnel. On-site registration is limited to 40 participants and applicants will be selected on a first come, first served basis, with an emphasis on geographic and professional diversity.

GENERAL SEMINAR SCHEDULE

Each training session is designed for a three hour period of time and may be held as either a morning or afternoon session. (See DATES AND LOCATIONS to identify the location closest to your court.)

LODGING AND MEALS

There will be no lodging, meals, or refreshments provided by MJI. In addition, all other incidentals, including mileage, parking, phone calls, etc., are the responsibility of each individual or his/her funding unit.

SEMINAR REGISTRATION REQUIRED

All workshops are limited to a minimum of 15 and a maximum of 40 participants.

Registration Process:

You may click the E-Register link below, or you may register from our website at <http://courts.michigan.gov/mji/>, then click Seminars/Webcasts, and Seminar Registration.

If you prefer to print, complete, and fax your registration form, you may access it by clicking the fax registration link below, or downloading the form via our website at <http://courts.michigan.gov/mji/>, then click on Seminar Announcements.

E-Register

Fax Registration

CONFIRMATION

Applicants who utilize E-Register will receive a registration acknowledgment via e-mail. All participants will receive a confirmation e-mail after the registration deadline. If you do not receive a confirmation e-mail within 1 week of your selected seminar, please contact MJI as indicated below.

QUESTIONS

If you have questions concerning the application process, please contact Angela McGoff at McGoffA@courts.mi.gov or call (517) 373-7229. If you have questions about the content of the program, please contact Lisa Kutas at KutasL@courts.mi.gov or call (517) 373-7481.

REGISTRATION DEADLINE

Friday, September 1, 2006

DATES AND LOCATIONS

Date	Time	Location	Court Contact
9/21	1:00 – 4:00 pm	Ralph A. MacMullen Conference Center, Roscommon	Cynthia Eस्कilsen Esckilsenc@roscommoncounty.net 989-275-5312
9/22	1:00 – 4:00 pm	Region IV Office, Gaylord	Karri Zangoulas ZangoulasK@courts.mi.gov 989-732-3311
9/27	8:30 - 11:30 am	36 th District Court, Detroit	Angela Hampton Angela.Hampton@36thdistrictcourt.org 313-965- 5234
9/27	1:30 – 4:30 pm	36 th District Court, Detroit	Angela Hampton Angela.Hampton@36thdistrictcourt.org 313-965- 5234
10/3	9:00 am - Noon	Hall of Justice, Lansing	Angie McGoff McGoffA@courts.mi.gov 517-373-7229
10/5	9:00 am - Noon	3 rd Circuit Court, Detroit	Jill Hilliker Jill.Hilliker@3rdcc.org 313-224-5261
10/5	1:00 – 4:00 pm	3 rd Circuit Court, Detroit	Jill Hilliker Jill.Hilliker@3rdcc.org 313-224-5261
10/10	1:00 – 4:00 pm	27 th Circuit Court, White Cloud	Susan Plotts splotts@co.newaygo.mi.us 231-689-7278
10/11	9:00 am - Noon	17 th Circuit Court, Grand Rapids	Charlotte Sypniewski Charlotte.sypniewski@kentcounty.org 616-632-5118
10/18	9:00 am - Noon	47 th District Court, Farmington Hills	Debbie Palka dpalka@ci.farmington-hills.mi.us 248-871-2975
10/20	9:00 am - Noon	Oakland County Probate Court, Pontiac	Lisa Langton langtonl@co.oakland.mi.us 248-858-0950
10/27	9:00 am - Noon	Kalamazoo County Probate Court, Crosstown Location, Kalamazoo	Velma Weston VJWest@Kalcouny.com 269-383-8664